

MANAGING SITUATIONS

Dr. D. Christopher Kayes, Professor of Management, George Washington University

Leadership

Lesson Description

Leadership and management are terms people use interchangeably — but the skill sets are different. Leadership is about inspiring change, while management is about the process that brings about that change. Learn more about management and the four skills all managers must possess.

Learning Objectives

1. Distinguish between leadership and management.
2. Understand the importance of management in problem solving.
3. Identify the four skills required for effective management.

Discussion Questions

1. How do leadership and management differ?
2. Describe a time when you effectively managed a situation. Which management skills did you use?
3. Of the four management skills, which is your strength and which is your weakness? How can you address that weakness?

Developmental Action

1. Think of an achievement that is important for you to accomplish. Draft a plan of how you will accomplish that achievement.

About the Video Presenter

Dr. D. Christopher Kayes is a professor of management at the School of Business and a Senior Fellow at the Center for Excellence in Public Leadership at the George Washington University in Washington, D.C. He is author or co-author of five current and forthcoming books including *Destructive Goal Pursuit: The Mt. Everest Disaster* (Macmillan) and *The Learning Advantage: Six Practices of Learning Directed Leaders*, (Macmillan). Dr. Kayes has consulted with organizations around the world including National Institutes of Health, Oracle, Ericsson, Bank of New York Mellon, Federal Aviation Administration, U.S. Department of Defense, U.S. Department of Agriculture, U.S. Judiciary, U.S. Army, and U.S. Navy. He has taught at universities around the world including Singapore Institute of Management, Zagreb School of Economics and Management, Helsinki School of Economics, and the Stockholm School of Economics in Riga, Latvia, University of Hull, U.K., and Holy Spirit University, Beirut, Lebanon.